If the booklet has been removed, just call 1-800-929-1414 for more information.

Eight Steps To Becoming An Accommodating Hotel

An Overview of the 11-page Source Book for Enhancing Customer Service

To participate, mail reply card inside.

Presenting The Accommodation Program.

Satisfying the preferences of each and every guest, each and every day, is critical to the success of your business. And an important part of customer satisfaction is respecting the preferences of both non-smoking and smoking guests.

Here is a comprehensive, FREE program that lets your guests know that, whatever their smoking preferences, they'll be respected and accommodated.

It's called The Accommodation Program®. As a participant, you'll receive a comprehensive Source Book to help you implement the program throughout your hotel's entire operation. You can also order FREE signage to clearly designate non-smoking and smoking areas throughout your hotel and identify your establishment as one which welcomes both non-smokers and smokers.

The Accommodation Program provides resources to help you take charge of this very important aspect of customer service. And it helps you make your guests feel right at home.

The Accommodation Program.

To participate in The Accommodation Program and receive your FREE materials, call

1-800-929-1414

or return the reply card located inside the attached booklet.

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